

# Customer Advisory

## Process Changes of Penalty Fees and Export Storage Collection at Sihanoukville

**December 18<sup>th</sup>, 2024**

Dear Customer,

We would like to thank you for your continuous support on our service.

In order to provide you the better experiences in shipping with Maersk, and to standardize our procedures, we would like to inform about some changes to our penalty fees collection at Sihanoukville.

Starting from vessel departure on January 1<sup>st</sup>, 2025, all the penalty charges and export storage in Sihanoukville will be invoiced to you 2 working day after the departure to the "Booked By Party" of the shipment. You can arrange the penalty fee charges at the same time with your local charges for export to have your BL release from origin.

Those penalty charges include-:

- Late Booking Fee
- Late Gate Fee
- Wrong CY / Shifting Fee
- Late Document Fee

In addition to above changes of penalty fees, we would like to introduce the billing of export storage fee for all export laden containers. The storage charge is subject to be applied for all containers after freetime regardless the type of the delay or rolling happened to the containers or shipments.

If you have any further questions, please do not hesitate to contact our customer experience representatives.

Best Regards,

**Maersk Customer Experience Team**

**Cambodia Office**